Potential Process Improvement Opportunities

After reviewing the current SFA recruiting process, several potential opportunities for improvement have been identified as points of consideration when Human Resources redefines their recruiting process in the future. Each opportunity is listed below with the corresponding step in the process identified. (Refer to "Permanent Integrated Job Inventory Process" included in these materials)

In the immediate term Human Resources may consider the following improvements:

I. Develop a "formal/standard" process to gather future needs from Channels and Enterprise Units, as only a few senior leaders currently do this on an ad hoc basis. (Step 2.1)

II. Combine the Opportunities list and the Pending Action Report to satisfy multiple users and stakeholders. (Step 2.1)

III. Designate SFA Human Resources as solely accountable for Personnel Actions and associated paperwork, therefore allowing SFA Human Resources to post vacancies to Department of Education web site more expeditiously than inserting HRG into the review process. (Steps 2.7-2.9)

IV. Enable internal Department of Education candidates to apply directly to SFA Human Resources rather than HRG. This would reduce lag time and increase SFA Human Resource's ability to respond to candidates' questions. Moreover, it would enable the organization to make adjustments to their recruiting strategy more quickly. Under the current process, SFA Human Resources does not discover that a vacancy announcement is not attracting applicants that have the appropriate skills and experience until the cert is issued by HRG, which can take up to a month. If SFA Human Resources received applications directly, they could respond more immediately. For example, the area of consideration or the unique position requirements could be revised. (Step 2.11-2.13)

V. Authorize SFA Human Resources to extend offers directly to candidates, therefore decreasing time from interview to offer. (Steps 2.15-2.18)

In the long term, SFA Human Resources should investigate opportunities to utilize an ASP deployment solution to automate the tracking and hiring process.